

skillcrush

HOW TO GET HELP

cheatsheet

RUBY ON RAILS DEVELOPERS

Banging your head against a wall? Ready to tear your hair out?


Don't despair! You are in the frustration pit, we've all been there! And we are here to help! So let's talk about how you can get the help you need when you need it.

Being able to concisely explain your problem to a group is a HUGE part of being a web developer. Which means that embracing and championing that culture is a big part of this class. And it'll make you a huge asset to your future tech team!

We encourage you to ask your questions in a public forum like Mightybell whenever possible. A classmate might be having the same problem. They might have even figured out how to fix it!

In that spirit, everything you need to know about getting help.

FREQUENTLY ASKED QUESTIONS

 MY CLASSES ▾


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skillcrush 104
ANSWER VAULT

RUBY, GIT & THE
COMMAND LINE

WEEK 1

My Mac has ruby on it, do I still need to install Ruby/RVM?

The lessons mention an older version of Ruby/Git, do I need to downgrade my version?

What is the best text editor for Ruby?

AAHH! There's an error?! Help!

Why does the 'puts "I love numbers like * + 3"' command result in an error?

WEEK 1

My Mac has ruby on it, do I still need to install Ruby/RVM?

Yes, yes, and... YES! Mac comes pre-installed with a non-feature complete version of ruby. While it may work, it is not maintained to the same standard. You should definitely install rvm (or another version manager of your choice), and then update ruby, to make sure that, while you computer may have a preinstalled version, you will be safe with the most up-to-date stable version around!

The lessons mention an older version of Ruby/Git, do I need to downgrade my version?

Your first line of support!

Full of questions straight from the mouths (and keyboards) of the students that came before you, our FAQs are a great place to start troubleshooting. Every class has it's own FAQ section that you can find in the "Class Links" to the left of your lessons.

Quick Links: [Skillcrush 104](#), [Skillcrush 204](#), and Skillcrush 304 (coming soon!)

MIGHTYBELL

The screenshot shows the Mightybell chat interface. At the top is a red header with a search bar and icons for chat, a group of three people, and a profile picture. Below the header, on the left, is a sidebar with a Skillcrush logo and a photo of a woman and child. The main content area on the right shows a chat window with a greeting from Carol: "Hello, Carol! What would you like to ask or share with other members?". Below this is a text input field with the placeholder "Share your thoughts...". Further down, there's a "TRENDING NOW" section with three cards: "WELCOME! Introduce Yourself!", "CHALLENGE! LESSON 08 run a script in the terminal", and "CHALLENGE! LESSON 03 fire up the terminal".

Skillcrush Ruby on Rails Developer Blueprint May 2015
A Circle in Skillcrush Community

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ONLINE NOW ●

Hello, Carol! What would you like to ask or share with other members?

Share your thoughts...

TRENDING NOW

WELCOME! Introduce Yourself!
Hi, all you Skillcrush Ruby on Rails Developers! My name's Adda, and I'm the founder and...

CHALLENGE! LESSON 08
run a script in the terminal

CHALLENGE! LESSON 03
fire up the terminal

104 LESSON 08 - Get Scripting!
WELCOME to week 2 of Skillcrush 104! It's time to get your scripting on! We've played...

104 LESSON 03 - Adventures In The Command Line
There were three challenges in today's lesson, plus a bonus challenge to customize your...

Full of helpful designers & developers!

Posting shorter questions in the Mightybell chat window is a fantastic way to get to know your classmates, share resources, and discuss lessons! You can access the Chat window by clicking the icon in the top right corner of your circle.

If your question is on the lengthier side, you'll want to create a new post. This will allow you to attach some code or images and it is EXTREMELY helpful for all of us who are looking to help if those things are in one place.

Quick Link: [Mightybell](#)

EMAIL

Perfect for private q's!

Sometimes you just need to send us a personal note or ask a private question. We get it! Just send an email and we'll get back to you as soon as possible :)

Quick Link: rails@skillcrush.com

AVENUES TO AVOID

Our instructors and TAs work different schedules and are located across the world to best serve you! So you'll get a quicker response when you ask your question publicly or email us.

Please do NOT reach out to your instructor individually, either through a direct message on Mightybell or their personal email address. They might not be online just then! Instead get a swift response by whoever is first on deck! :)

THE BEST WAY TO ASK QUESTIONS

Now, let's talk about HOW to ask your question because asking a development question can be a WHOLE different ball game. But don't worry, we'll walk you through it!

Here are a couple things you'll want to include when asking a question:

1. What you were trying to do!

AKA What was your goal? Try to be as specific as possible, more information is ALWAYS better.

2. What did you do?

Include screenshots of your code or just copy/paste the code directly. Make sure to tell us what files you wrote your code in and any other details you can think of. Is there a link where we can see your code? Share it! Again, more information is ALWAYS better.

3. Then, remind us what you expected to happen. And what happened instead.

Silly computers, always misbehaving, right?

4. What you've already done to try and debug the issues.

Have you Googled the problem and tried any of the proposed solutions? Have you inspected the element? Tested that all your files are loading? Made sure there are no curly quotes or misspellings? Let us know what you've already tried to do to fix the problem so we know not to try any of those things!

Oh and you know, this isn't a *REQUIREMENT*, but we always love it when students include a joke or two ;)